

Hotel Policies

Check in: 3:00 PM Check out: 11:00 AM

Alcohol Policy

Alcoholic beverage consumption is limited to those 21 years and older (with valid identification). We do not allow outside alcoholic beverages in public areas of the hotel.

Age Requirement policy

Guests must be 18 years or older to reserve and check into a room. Guests under 18 years of age must be accompanied by a parent or guardian at check in. Guests must present a valid photo ID at check in. We reserve the right to copy the guest's ID for our files.

Check Policy

We do not accept checks as a form of payment.

Connecting Rooms Policy

Connecting rooms may be requested but are not guaranteed. Please contact the hotel directly for more information. Online reservations must call the hotel directly to request adjoining rooms.

Third Party Reservations Policy

All special requests must be made by calling the property directly. Common special requests include floor assignments, extra bed requests & early/late check in requests.

Extra Bedding Policy

Rollaway beds and Pak-N-Play cribs are available for a \$10 per bed, per night fee. We have a limited number of them and they are first come, first serve. No more than 1 extra bed per room.

Gift Certificate Acceptance Policy

To redeem a gift certificate, please call the property directly and ask to speak with a manager to make a reservation.

ID Requirement

For security reasons, valid photo identification is required at check-in. Acceptable forms of ID include photo ID or passport.

Early Check In Policy

We cannot guarantee early check-ins. Please call the hotel after 9am the day you are scheduled to arrive to request an early check in.

Late Checkout Policy

Late checkouts can be requested but are not guaranteed. Our regular checkout time is 11am. Courtesy late check outs are extended until noon, if available. Checkouts after 12pm will incur a minimum \$30 fee up to one night's room charge + tax. Please contact the hotel directly for more information.

Late Arrivals Policy

Reservations guaranteed with a credit card checking in after 6pm, but before midnight do not need to call to guarantee the room.

Noise/Disturbance Policy

The hotel reserves the right to charge a noise disturbance fee if compensation is given to other guests due to noise.

Pet Policy

Up to 2 dogs are allowed per room. A fee of \$15 per pet, per night applies. Guest must sign a pet agreement acknowledging responsibility for physical or noise damage. Pets must be crated in the guest room. Pets are not allowed to be left alone. Please refer to "*Noise/Disturbance Policy*".

If additional cleaning is required due to dogs that shed excessively or mess, additional fees may incur.

We do not allow cats or other animals in the hotel.

Billing, Contracted and Long Term Rates Policy

We do offer direct bill services for companies that can provide credit references. We can establish contracted or long term rates. To do this please contact the property directly and ask to speak with a manager.

Credit/Debit Card Policy

Debit and Credit Cards will be authorized at check-in for the amount of your stay. The authorization will hold the funds until check out, at which time the amount actually incurred during the stay will be charged.

Debit card users should be aware that when using a debit card, it will be pre-authorized for room and tax for the entire length of your stay.

A pre-authorization placed on a debit or credit card will reflect as an actual charge on your account and may take your bank up to 14 days to release the funds back into your account. To avoid this type of situation, it's recommended you use a credit card. The hotel does not have the power to release authorizations.

Cash Payment Policy

Cash paying guests must settle room charge and taxes upon check in and sign a cash policy. In addition a minimum \$200 incidental deposit is required.

Deposit Policy

Cash-paying guests (without credit cards) must produce photo identification and a \$200 security deposit (\$300 if there is a pet in the room), which is refundable upon room inspection and the room is found to be free of physical or noise damages to other guests.

For prepaid reservations, the credit card used to make a reservation must be presented at check-in to verify identity, along with a photo ID.

Cancellation Policy

Reservations must be canceled by 6pm, the day before arrival. Reservations canceled after 6pm the day before or the day of scheduled arrival are subject to one nights room charge + tax.

Smoking Policy

All guest rooms and public areas are smoke-free. A \$300 smoking fee will be assessed to any guest who violates the smoking policy. We reserve the right to charge additional fees if we incur additional expenses due to a guest smoking in a room.

Waterpark Policy

Hotel guests receive up to 4 free wristbands with a room rental. The free wristbands are only for the overnight guests registered to the room at check in. Additional wristbands can be purchased for additional guests.

Waterpark wristbands are available for purchase by the public.

We only allow Coast Guard Approved water flotation devices. Blow up pool toys and arm wings are not allowed.

Any person under the age of 18 must have a parent or guardian present at all times in the waterpark. We do not have lifeguards on duty.

We do not allow outside food or beverages.

Illegal Activity Policy

All illegal activities, such as, but not limited to; drugs being brought onto the premises, minor alcohol consumption & theft will be reported to the police and may result in the customer being asked to leave. The customer is responsible for all costs incurred by the hotel.

Housekeeping Policy

1-3 Night stays will have the room freshened by housekeeping daily or as desired.

Long Term stays can have housekeeping service as needed or wanted.

If you do not want services, place the "Do not disturb" sign on the outside of the hotel room door. The Management reserves the right to inspect the room at any time with proper notice.

If the "DND" (Do not disturb) sign is placed on the door, housekeeping will not service the room. If the DND sign is taken down outside of housekeeping hours, the guest will receive service the next day. Extra towels, linens & Toiletries can always be requested at the front desk.